

**Raleigh-Wake Co. 9-1-1 Center**  
**General Statistics**  
August 2010

**Personnel Information**

<u>Position</u>	<u>Auth</u>	<u>Vacant</u>	<u>Position</u>	<u>Auth</u>	<u>Vacant</u>
<b>Administration</b>			<b>Operations</b>		
Director	1	0	Shift Supervisors	10	0
Deputy Director	2	0	EMD Supervisor	1	0
Technical Staff	11	1	Telecommunicators	60	04
Training Staff	4	0	Call Takers	<u>11</u>	<u>2</u>
CALEA Manager	1	0	<b>Operations Totals</b>	<b>82</b>	<b>06</b>
Staff Support	<u>1</u>	<u>0</u>			
<b>Admin Totals</b>	<b>20</b>	<b>1</b>	<b>Center Totals</b>	<b>102</b>	<b>07</b>

**Operations Statistics**

<b>Telephone</b>	<b>July '10</b>	<b>Aug '10</b>
Incoming 9-1-1 calls	43,705	42,820
Incoming 7-digit calls	25,834	25,099
Total incoming phone calls received this month	69,539	67,919
Total incoming phone calls received year to date		526,494
Daily average 9-1-1 calls received	1,410	1,381
Number of Wireless 9-1-1 calls received this month	30,138	29,722
Number of Language Line calls received this month	431	490
Number of Outgoing calls this month	21,938	21,740

**Dispatch**

Law agencies this month	27,528	27,352
Fire agencies this month	5,528	5,186
EMS agencies this month	6,781	6,689
Total public safety dispatches this month	39,821	39,227
Total public safety dispatches year to date		299,309
Daily average public safety dispatches	1,285	1,265
Total non-public safety dispatches this month	980	943

**Feedbacks (updated quarterly)**

Total Feedbacks received this quarter	13
Total Feedbacks received year to date	32

Feedback types	Quarter	Year
Commendations	04	11
Complaints	06	10
Valid	02	04
Not valid	04	06
Inquiries	03	11

Feedbacks received by shift

Day Shift (0630 – 1830)	10	25
Night Shift (1830 – 0630)	04	08

Feedbacks received by Crews (quarter / year)

A Crew	05 / 11	B Crew	01 / 04	C Crew	03 / 05
D Crew	00 / 02	E Crew	04 / 07	Other	00 / 03

